FAQs for SmartLinkO2 App Screens

Login Page

Q – How can a user create an account for the SmartLinkO2 application?

A - A user can log into the SmartLinkO2 login page using their email and password. If they need an account, they can click on the Register link (See Figure 1).
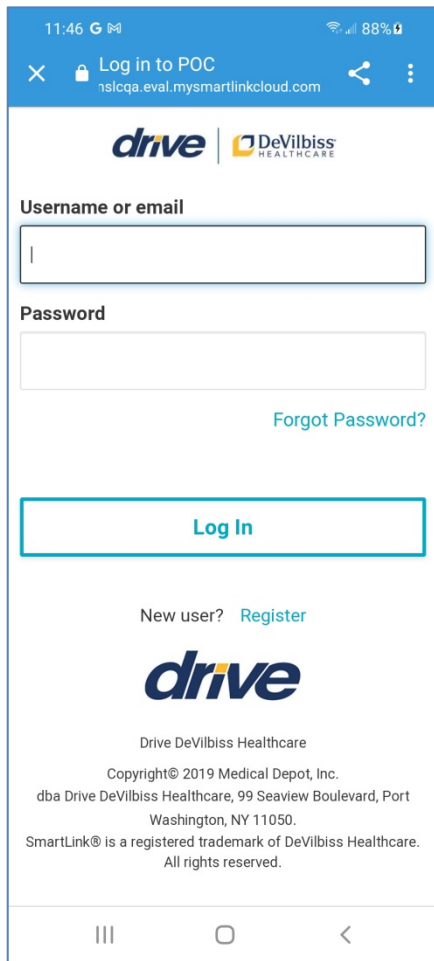

Figure 1 - Log In screen

Change Password

Q – How do I change the password for my account within the SmartLinkO2 application?

A – Navigate to the **Settings page** and select the Change Password link. The SmartLinkO2 app will display a Password Change Confirmation screen (see Figure 2) asking if you are sure you want to change the password. You can select YES or NO. Selecting NO will cancel the password change action and return you to the Setting screen (see Figure 2).   Selecting YES will take you to the next screen.
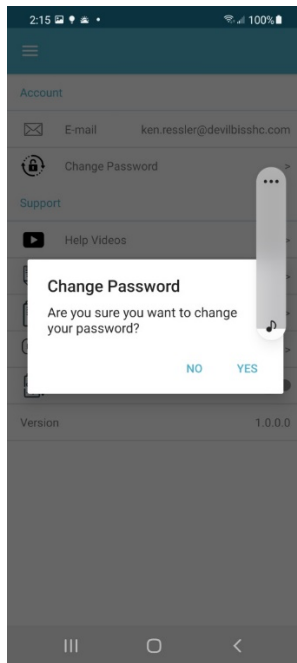
Figure 2 - Change Password Confirmation

If you confirm the request to change your password. The SmartLinkO2 app will display a confirmation screen on which you will confirm your request to continue the process of changing your password. Click OK on the confirmation screen (see Figure 3). If an email address with the email or username exists, the system would send an email to the account owner with instructions on how to reset their password.
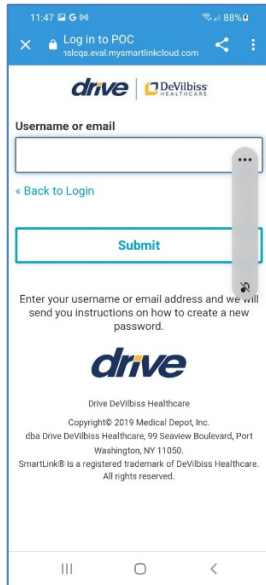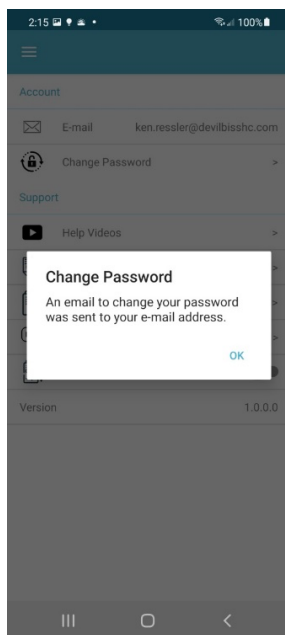
Figure 3 - Username or email

Figure 4 - Confirm Change Password

Register User Page

Q – What are the details needed to register a user for a SmartLinkO2 account?

A - Navigate to the **Log in page.** To register your account, you will need to enter details for your account setup shown below (see Figure 5).   When the entries for the registration fields are completed, the user would select the Register button at the bottom of the screen to submit their information and log into the app.

Figure 5 - Registration Details

Q – Can I set up a password for the SmartLinkO2 application to authenticate my identity?

A – Yes. Navigate to the **Log in page.**   During the registration of an account, the SmartLinkO2 app user will be asked to establish a password (see Figure 5). Your entries in the fields for Password and Confirm Password must match to proceed with registration. If the entries match, registration will proceed. If the entries do not match, a message will display indicating the entries for the Password and Confirm Password fields did not match.

Device Pairing Wizard

Q – How can I pair my smartphone to my concentrator unit?

IMPORTANT: Before beginning the pairing process, make certain your phone's Bluetooth option is turned on. Refer to the instructions for your specific phone for details on turning on Bluetooth and making your phone discoverable.

A – With the Bluetooth option for your phone turned on, the SmartLinkO2 application provides a Device Pairing Wizard. After login, the application will automatically take you to the wizard to begin the paring process. The SmartLinkO2 app will display the Getting Started screen (see Figure 6). At the bottom of the Getting Started screen, select the button "Begin Pairing." The Device Pairing Wizard will guide you through the process of pairing your phone to the POC unit.
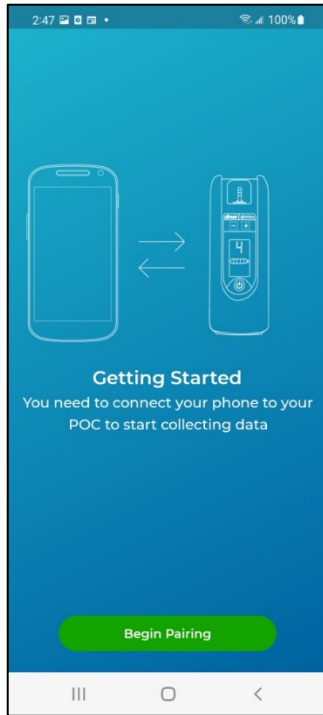
Figure 6 - Getting Started

Q – After launching the Device Pairing Wizard, what action do I need to do?

A – After you select the option to Begin Pairing, the application will display the screen shown below (Figure 7). Move your phone toward the display screen of the concentrator. Depending on the settings on your smartphone, you may feel your smartphone vibrate slightly. The concentrator will send a pairing request to your phone. On your smartphone, if prompted, confirm the pairing request within the app (Figure 8). IMPORTANT: Depending on the operating system of your smartphone, you may be prompted to select "Pair." If prompted, you must select "Pair" to proceed with pairing your phone to your POC unit. If you do not want to proceed with pairing, select "Cancel." Selecting "Cancel" will end the request to pair the application. If you want to try pairing your phone again, you will need to restart the pairing wizard.
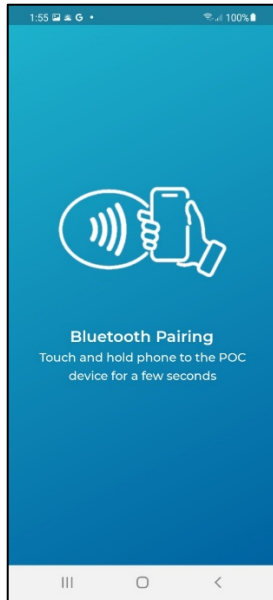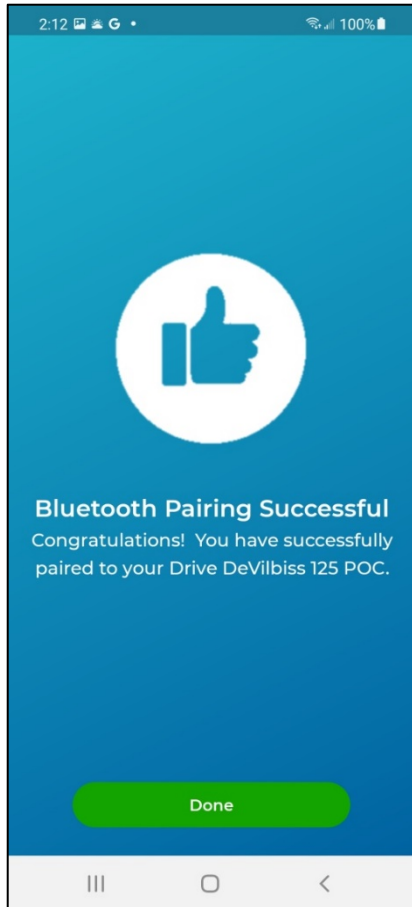
Figure 7- Pairing in process
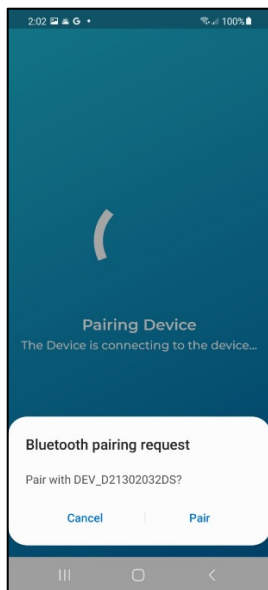
Figure 8 - Confirm pairing request.

Q – How will I know if the Device Pairing Wizard was successful in connecting my phone to my POC unit?

A – After successfully pairing your phone to your POC unit, a Pairing confirmation (Figure 9) will display within the SmartLinkO2 application.

Figure 9- Pairing Confirmation

Q – Can I pair my POC unit to a different phone?

A – Yes. You can change the phone to which your POC unit is paired. Remember the POC unit can only be paired to a single phone.   You would select the option within SmartLinkO2 to pair a phone to your POC unit. SmartLinkO2 will know phone was already paired to your POC unit. The SmartLinkO2 app will display the Continue Pairing image (see Figure 10).   Repeat the steps for pairing your new phone to the POC unit as shown in the Device Pairing Wizard.

IMPORTANT: Before beginning the pairing process, make certain your phone's Bluetooth option is turned on. Refer to the instructions for your specific phone for details on turning on Bluetooth and making your phone discoverable.
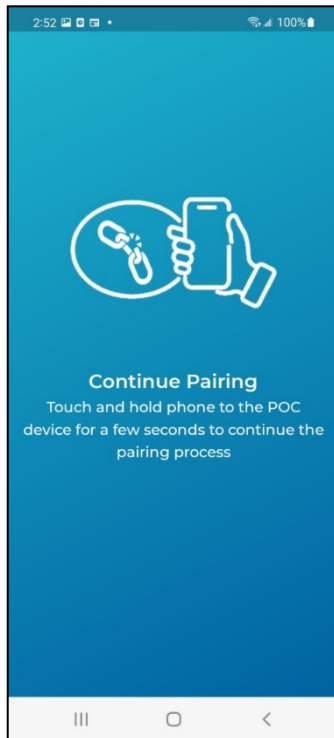

Figure 10 - Continue Pairing

Q – Can I pair an Android phone to my POC unit?

A – Yes. The Devise Pairing Wizard will recognize you are trying to pair an Android phone during the pairing process. For Android phones, you will be prompted to enable location permission (see Figure 11).

 Select the location permission for "While using the app" to proceed. Selecting the option for "Only this time" will only pair your phone to your POC unit temporarily and you will continue to receive this message every time you use the app. To make certain your phone displays the most accurate information, select the location permission "While using the app." If you select the option to Deny location permission, you will not be able to pair your phone to the SmartLinkO2 application.
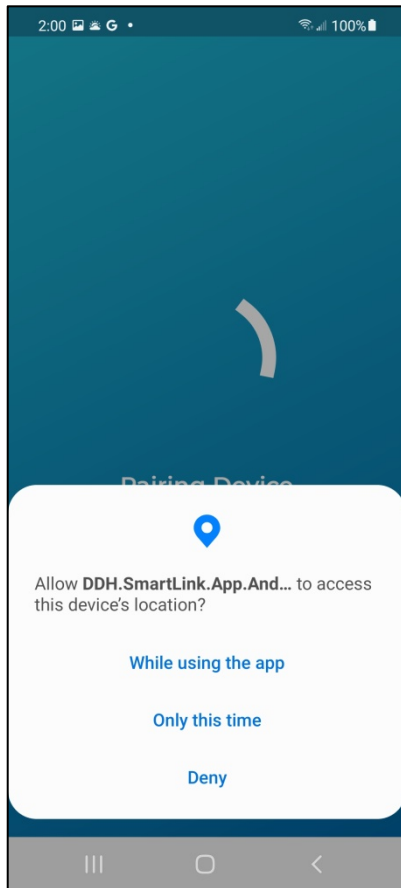

Figure 11 - Location Permission
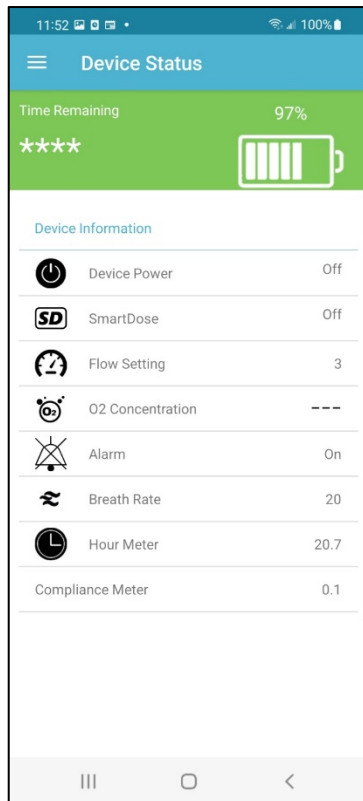
Device Status

Figure 12 - Device Status Screen

Q – Where can I see the current battery charge and projected run time for my unit?

A - Navigate to the Device Status screen. At the top of the Device Status screen (see Figure 12), the battery charge will be shown in percentage as well as with a horizontal charge indication of battery status. The horizontal status will show Green for values of 65% - 100% charged, Amber for 40% - 65%, and Red if the charge is below 40%. The time remaining for your battery charge is shown as hours and minutes.

Note: If the POC is unable to determine the exact time remaining, the app will show "****" (four stars).

Run time projections are estimates and assume a continuous flow setting of 2. If you change the flow setting, you will need to refresh the Device Status screen to see the most accurate battery runtime.

IMPORTANT: Always be sure to have a backup supply of oxygen for use before you exhaust the battery on your POC unit.

Q – Can I see the device settings of my POC unit within the SmartLinkO2 app?

A1 – Yes. Navigate to the Device Status page. The SmartLinkO2 app will show the status for several elements of your POC unit. Details on device statuses are shown in the table below.

Information	Status Setting	Status Setting
Device Power	ON (power to the unit is on)	OFF (power to the unit is off)
SmartDose	ON (SmartDose is enabled)	OFF (SmartDose is disabled)
Flow Setting	Flow setting in liters per minute is displayed. 1 = 1 liter/min 2 – 2 liters/min 3 – 3 liters/min	**4 = 4 liters/min** **5 = 5 liters/min**
O2 Concentration	A check mark against a green background will show when the unit is producing the appropriate oxygen concentration. NOTE: Immediately after turning the unit on, a checkmark will show against a yellow background until the unit has completed warmup. The warmup typically takes 3-4 minutes. If the yellow background remains after the warmup, contact the provider that provided you with your concentrator.	
Information	Status Setting	Status Setting
Alarm	ON (Alarm status is enabled)	OFF (Alarm status is disabled)
Breath Rate	The breath rate displayed is the average rate of inspiration detected by the concentrator. The default breath rate is 20 BPM.	
Hour Meter	Displays the number of hours the unit has been in operation.	
Compliance Meter	This setting is not used for the iGo2 Concentrator.	

Q – If I change a setting (i.e., prescription setting or SmartDose® On/Off), on my concentrator, how can I see the updated information on the SmartlinkO2 app?

A – The easiest way to see updated data on the SmartLinkO2 app after a change is to do a Refresh. With the SmartLinkO2 app open and the concentrator connected by Bluetooth, hold a finger on the screen of your smartphone. Keeping your finger on the screen, pull your finger down and then release your finger from the screen of your smartphone. The refresh will send updated data to your smartphone.

Settings

Q – Where can I see the email address associated with my account for the SmartLinkO2 app?

A – You can see the email address associated with your account and the SmartLinkO2 app on the Settings page. The email address linked to your account is displayed as the first item listed.

Q – Are there helpful videos for the SmartLinkO2 app?

A – Videos to assist patients with using the iGo2 Portable Oxygen Concentrator will be added to a publicly accessible website later.

Q – Where can I find the Terms of Service for the SmartLinkO2 app?

A – Navigate to the Settings page. Within the menu category Support, select the link for Terms of Service. The SmartLinkO2 app will display the terms of service for using the application with your POC unit.

Q – Where can I find the Privacy and Policy for the SmartLinkO2 app?

A – Navigate to the Settings page. Within the menu category Support, select the link for Privacy and Policy. The SmartLinkO2 app will display the privacy and policy terms for using the application with your POC unit.

Q – Where can I find Frequently Asked Questions for set-up and use of the SmartLinkO2 app with my POC unit?

A – Navigate to the Settings page. Within the menu category Support, select the link for FAQ. The SmartLinkO2 app will display a list of frequently asked questions (FAQs). You can scroll through the list and review the questions and answers to common topics.

Q – How do I send the Diagnostic Log from the SmartLinkO2 app for use with my POC unit?

A - Navigate to the Settings page. Within the menu category Support, select the link for Send Diagnostic Log. The SmartLinkO2 app will prompt you to confirm the action to send the Diagnostic Log. To cancel the transfer of the Diagnostic Log, select the option NO. To proceed with the transfer of the Diagnostic Log, select the option YES.

Note: This feature is only needed to provide additional information to a support representative from Drive DeVilbiss Healthcare.

Q – Where can I find details on my POC unit as well as details on the versions of components for the SmartLinkO2 app?

A - Navigate to the Settings page. Within the menu category Support, the SmartLinkO2 app will display the serial number of your POC unit as well as the version of the components for the SmartLinkO2 app (See Fig 13 Serial Number and Version Information)
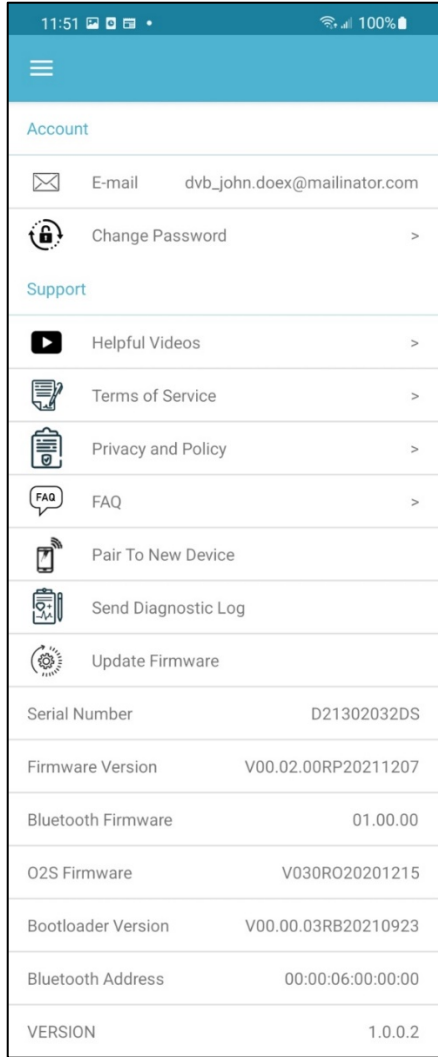
Figure 13 - Serial # and Version Information

Menu

Q – Is there a quick way to move between the Device Status and Settings pages?

A – Yes, select this icon ≡ (See Figure 14) and the screen selector tool (See Figure 15) will display. This tool will allow a user to switch between the device information and settings.
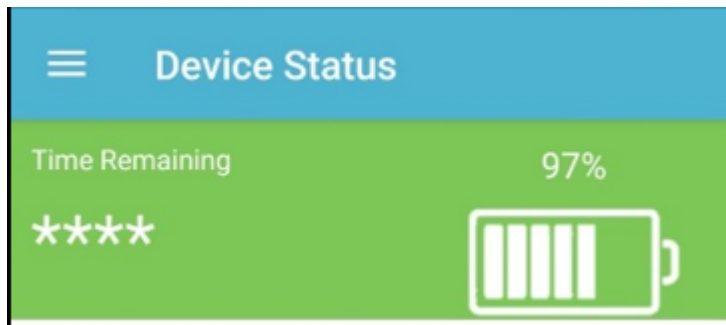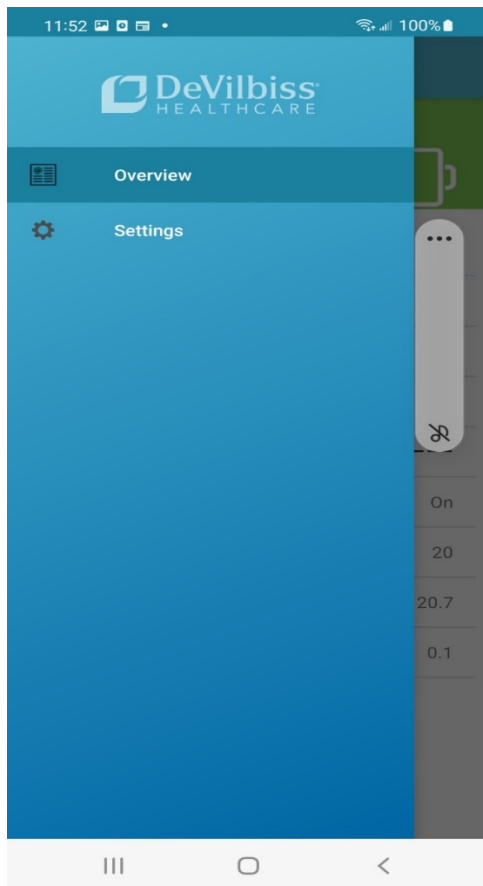

Figure 14-Shortcut menu

Figure 15- Screen Selection